Giving Effective Feedback

Defining Feedback

The process of making a connection to share information about observed strengths, perceived gaps, blind spots, and/or the impact of one’s behavior on others.

Areas for feedback

Clinical competence: Physical exams, history taking, diagnostic and therapeutic plans, notes or discharge summaries

Communication skills: Patient interactions, case presentations, team interactions

Professionalism: Time management, managing responsibilities, organizational skills, motivation to learn

Techniques for giving feedback

• Ask learner how she/he wants feedback
• Ask learner for focused self-assessment
• Base on direct observation
• Describe what you saw
• Identify specific behaviors amenable to change
• Make the feedback focused
• Describe effectiveness/outcomes of behavior
• Develop joint action plan
• Follow-up

C-BIN Model

C – Context: Describe the situation
B – Behavior: Describe the recent, observable behavior with specificity and detail
I – Impact: What are the results of the behavior? Were they positive or negative?
N – Next Steps: What behavior must be changed or repeated? Follow-up to ensure understanding.

Questions? Contact comfacdev@ucf.edu